



*Where Quality Is A Lifestyle*

## ***Fayette County E 9-1-1 Communications 2010 Annual Report***

### **Guardians of Our Community**

The Fayette County E 9-1-1 Communications Department, the *Guardians of Our Community*, continues to be an integral unit of the Fayette County Public Safety organization. Fayette County E 9-1-1 provides optimum communications for the Fayette County Fire and EMS Department, the Fayette County Sheriff's Office and the Fayette County Marshal's Office (to include the unincorporated areas of Fayette County: Brooks, Woolsey and Inman), the City of Peachtree City Fire and EMS Department and the City of Peachtree City Police Department, the City of Fayetteville Fire Department and the City of Fayetteville Police Department and the Town of Tyrone Police Department.

Lead by Captain Cheryl Rogers, Director, and Lieutenant Peggy Glaze, Assistant Director, the Fayette County E 9-1-1 Communications Center is a 24/7 operation and is manned by three eight hour shifts utilizing five to six Communications Officers per shift. First line supervision includes five Shift Supervisors; Corporals: Derek Rader, Suzanne Shebelski, Amber Smith, Nicole Smith, and Tonya Warr, and four Senior Communications Officers: Amber Gilder, Toni Mobley and Janika Terrell and one vacancy. Sergeant Katye Vogt, the CAD (Computer Aided Dispatch) Manager, oversees the day-to-day operations of the CAD and its' support technologies. Sergeant Kyle Turner, the Training Officer, oversees the initial and ongoing training of the Cadets and is also responsible for the certifications and re-certifications of all employees.

Sergeant Turner must continually update and maintain the training programs to meet Local, State and Federal standards. Cathy Crenshaw, is the primary TAC (Terminal Agency Coordinator) for Fayette County 9-1-1 Communications Center and is responsible for all Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) compliance.

The Fayette County E 9-1-1- Communications Center received 368,430 contacts in 2010; this equates to an average of 30,702.5 contacts per month. This is an average of 1,009.4 contacts in 24 hours, or 42.1 contacts per hour.

#### Special Points of Interest:

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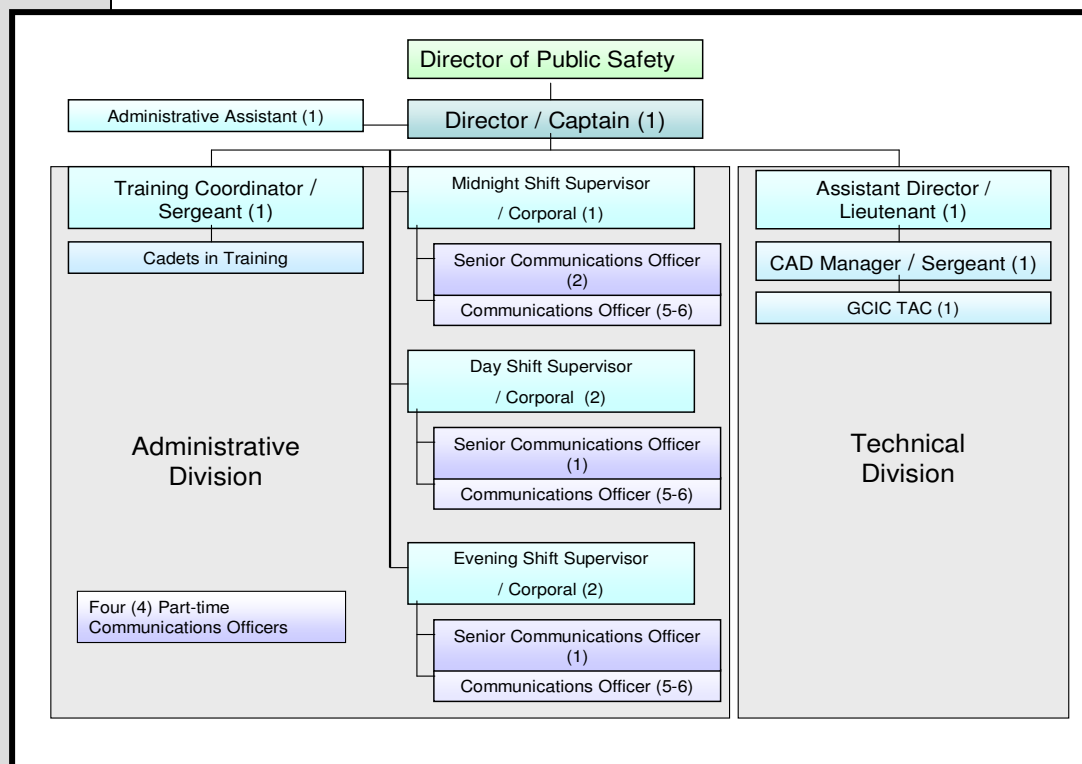
**Captain Cheryl Rogers wrote: "Once again, Fayette County 9-1-1 is number 1. You all do such great work!!"**



Chief McCullough wrote (1/25/2010): "KUDOS to Communication Officer Purdy and all the 911 staff as well as the crews of Company 7, Medic 5, Squad 4 and Commander Patrick on a job well done this morning in the care of a STEMI patient..."

## Our E 9-1-1 Mission Statement

The Fayette County E 9-1-1 Communications Center is the relay point for the dissemination of information to Public Safety field units from the general public and between Public Safety field units and agencies. The relay of this information is of vital importance in the protection of the life and property. The Fayette County E 9-1-1 Communications Center is committed to providing efficient, effective Public Safety communications to the agencies it serves. The Center promotes positive relations with each of the agencies it services as well as continuing to educate the community about Enhanced 9-1-1.



Pam Almond, Senior Communications Officer, wrote: "Dr. Purdy (Christie Purdy, Communications Officer) delivered a bouncing baby boy today via a 911 call!!" Christie, utilizing the *Priority Dispatch* EMD (Emergency Medical Dispatch) protocol, guided and encouraged the husband in the delivery of his child. Great Job!!!



Information Center/Georgia Crime Information Center (NCIC/GCIC) workbook and test, complete Security and Integrity training and complete the in-house training for non-emergency call-taking, Computer Aided Dispatch (CAD) entry and WebEOC.

Lynn Bianco (pictured), an original member of the 911 Practitioner Program, volunteered more than 90 hours of service in the Fayette County E 9-1-1 Communications Center in 2010. He, and all the A.R.E.S. volunteers, provide our citizens an invaluable service and are an integral part of the day-to-day Center operations.

## A.R.E.S.

### Amateur Radio Emergency Services

In 2008 the Fayette County E 9-1-1 Communications Center implemented the 911 Practitioner Program. This program, supervised by Captain Cheryl Rogers, Director of Communications, and Corporal Nicole Smith, the Center's Practitioner Liaison, is comprised of credentialed volunteers. The 911 Practitioner must meet all Local, State and Federal mandates, must have previous basic radio communication knowledge and belong to a recognized organized radio entity such as the local Amateur Radio Emergency Services (ARES) group. In addition, the E 9-1-1 Practitioners must successfully complete the National Crime

### A thank you note from a citizen...

Corporal Rader wrote: "What does No CAD (Computer Aided Dispatch) + No Headsets + 1 Stationary, Somewhat Severe Thunderstorm equal? An "exciting" night on Morning Watch. WAY TO GO Janika, Amber G and Christie. We had a thunderstorm last well over an hour and everyone kept their cool and performed brilliantly, even with no CAD. At one point Janika had 7 County and 2 PCFD TACs (Tactical Channels) going, including 2 residential fires, a person struck by lightning and a gas leak among other calls. Great Job y'all."

2-22-2010

To the Ambulance People,

This note is to the BEST 911 response there ever was!

PTC responded to my garbled plea as I was having a heart attack.

They were there within 3 minutes of my call.

All I could get out was "come and get me" barely audible because I couldn't breathe..

Thank you from the bottom of my heart..

Sincerely,

Barbara McElvoy

Corporal Amber Smith  
handled this call.

**COMMUNITY AWARENESS** - In addition to their day-to-day work schedule coupled with the day-to-day tasks of their personal life, Communications personnel volunteer their time to Community and School events. Carmen Rivera, Rebekah Acosta and Nicole Smith presented 9-1-1 overviews to Elementary School students. Likewise, 9-1-1 personnel participated with Law Enforcement and Fire/EMS personnel in the "National Night Out". Local Scout troops and Women's Groups also visited our Center

Sharon Battle was mentioned in a letter written to Chief McCullough for her compassionate handling of a medical call on February 7, 2010. The citizen stated that Sharon "was very good at getting [him] to calm down and listen so she could get the information she needed."

## CRITERIA FOR PERFORMANCE EXCELLENCE

In July, 2010, concurrent with the beginning of the 2010-2011 fiscal budget, Jack Krakeel, the County Administrator, implemented the Georgia Oglethorpe Process county-wide. The Georgia Oglethorpe Process is a process management / performance management methodology established to evaluate our County's criteria for Performance Excellence.

First steps include:

- Making a list of your department's *significant programs or services*.
- Defining the *purpose* of each significant program or service.
- Identifying the *workload measures* for each significant program or service.
- Identifying the *results measures* for each significant program or service.
- *Comparing the results measures for each significant program or service to its purpose.*
- Identifying any and all *regulatory agencies, standards-setting organizations* to which your significant program or service must comply with.

The Fayette County E 9-1-1 Communications Center identified "the receipt and dispatch of Emergency and Non-Emergency Calls for Service" as its' significant service. Its *purpose* is to relay emergency, non-emergency and/or informational communications between Public Safety Agencies and the Citizens they serve, 24 hours a day, seven days a week. *Workload measures* include: the number of Law Enforcement Dispatches, the number of Law Enforcement Pullovers, the number of 911 Calls Answered, the number of Administrative Calls Answered, the number of Fire Calls Answered and Dispatched and the number of EMS Calls Answered and Dispatched. *Results Measures* are the average number of seconds from receipt of the call to the dispatch for Law Enforcement and Fire/EMS Agencies and the average number of seconds from the initial ring to the time the call is answered. Our E 9-1-1 Center must comply with FCC, Homeland Security/FEMA, NCIC /GCIC, GEMA, POST, NFPA, ISO, CALEA, NAED, EMD, APCO and NENA regulations. In addition, 911 must also comply with the American and Disabilities Act, EEOC, HIPAA, the Fair Labor and Standards Act and the Georgia Open Records Act (subpoena compliance).

Membership:

Fayette County E 9-1-1 Communications  
Fayette County Fire/EMS  
Fayette County Marshals Office  
Fayette County Sheriff's Office  
City of Peachtree City Police Department  
City of Peachtree City Fire/EMS  
City of Fayetteville Police Department  
City of Fayetteville Fire Department  
City of Tyrone Police Department

## E 9-1-1 Communications Board

The Fayette County Communications E 9-1-1 Board meets quarterly. The E 9-1-1 Communications Board membership includes a representative from each of the Fayette County Public Safety Departments. A representative of the Fayette County Board of Education also attends the meetings. The

objective of this Board is to direct policy and ensure complete and accurate communications throughout Fayette County for all *calls for service* for our Fayette County Citizens. In 2011, the meetings are scheduled January 6, 2011, April 7, 2011, July 7, 2011 and October 6, 2011. Chief H. 'Skip' Clark, Chief of the City of Peachtree City Police Department, is Chairman of this committee. Chief M. Allen McCullough, Chief of Fayette County Fire & EMS is Vice-Chairman.

### Fayette County E 9-1-1 2010 Training Report

Fayette County E 9-1-1 personnel completed more than 1,085 training hours in 2010. 99 new Certifications and/or Licensures to include: P.O.S.T., GCIC, Security and Integrity, CPR, AED, Defensive Driving, EMD, ProQA EMD and the mandated NIMS certifications [IS-100, IS 700, IS 701, IS 702, IS 703 and IS 704] were achieved. Captain Rogers also elected to complete certifications in IS 240 and IS 241. 47 Re-certifications and/or Licensures in GCIC, Security and Integrity, CPR, AED, Defensive Driving and EMD were also achieved.

Captain Rogers, Lieutenant Glaze and Sergeants Turner and Vogt completed Supervisor training. Seven (7) supervisory personnel completed the NECC (National Emergency Communications Certification) Instructor program and two (2) more personnel are currently pursuing their certification. Sergeant Turner also completed the AQUA EMD Quality Assurance training and will implement this training for all personnel in 2011.

TAC (Terminal Agency Coordinator) Cathy Crenshaw, Corporal Nicole Smith and Sergeant Kyle Turner completed GCIC TAC Refresher training. This training is required every five (5) years to maintain the GCIC TAC Certification.

Lieutenant Peggy Glaze and TAC, Cathy Crenshaw, attended the Georgia Emergency Communications Conference in September, 2010.

Eight (8) Cadets were successfully released from training to answer Law Enforcement and/or Fire/EMS Calls for Service.

"I answered an alarm line today and after I got the information from the operator she said that she knew she was calling Fayette County as soon as I answered. When I asked her why, she said we always answer the phone so quickly..." Keep up the great work everybody!!!! =) Corporal Nicole Smith (5/16/2010)

In 2010 the Fayette County E 9-1-1 Communications Center continued to host observations for the Fayette County and City government Law Enforcement and Fire/EMS personnel. These observations are part of the respective agencies FTO (Field Officer Training) curriculum.



## **G.C.I.C.**

### **Georgia Crime Information Center**

The Georgia Crime Information Center (GCIC) is an essential part of the Fayette County E 9-1-1 Communications Center function. This database provides critical information, i.e., drivers license information, vehicle registration, criminal and drivers history, etc. in real time to our Communications Officers for relay to Law Enforcement personnel. All GCIC Terminal Operators must be certified within six months of employment or assignment to radio duties and recertified every two years.

Becoming GCIC certified is a complex task. Prior to July 2010 certification was a manual process which included a hand written workbook. It was time consuming and involved a great deal of writing. In July 2010 the certification process was made available on line to reduce the work load and paper waste. It is now referred to as GCIC Terminal Operator Computer Based Training (CBT). The new process takes approximately 24 hours to complete. There are 17 modules to read with as many quizzes. There are 52 exercises to be completed and printed out. When the aforementioned is completed and checked by the Primary Terminal Agency Coordinator (TAC) there is a 100 question test that must be passed with a 90% or higher grade which completes the certification process.

In addition, the Security and Integrity Certification goes hand in hand with the Terminal Operator Certification. Security and Integrity Certification must be completed within 120 days of employment and recertification every three years. This too has been made available on line.

Thanks to the dedicated effort of Cathy Crenshaw, the Fayette County Terminal Agency Coordinator (TAC), Fayette County E 9-1-1 has successfully transitioned to the CBT environment. Cathy, after attending the required training, applied for the necessary passwords and connectivity and then instructed all the GCIC and Security & Integrity Certified personnel.

Thank you Cathy for a job well done!

## **Computer Aided Dispatch (CAD) What is it?**

**Computer Aided Dispatch (CAD)**, is a method of dispatching Public Safety personnel assisted by a computer. It is used to send messages to the first responders and to store and retrieve data. A dispatcher will announce the call details to field units over a two-way radio. The central idea is that persons in a dispatch center are able to easily view and understand the status of all units being dispatched. CAD provides displays and tools so that the dispatcher has an opportunity to handle calls-for-service as efficiently as possible.

CAD typically consists of a suite of software packages used to initiate public safety calls for service, dispatch, and maintain the status of responding resources in the field. It is used by emergency communications dispatchers, call-takers, and 911 operators in centralized, public-safety call centers, as well as by field personnel utilizing mobile communications.

CAD systems consist of several modules that provide services at multiple levels in a dispatch center and in the field of public safety. These services include call input, call dispatching, call status maintenance, event notes, field unit status and tracking, and call resolution and disposition.

Managed by Sergeant Katye Vogt, the CAD is the backbone of the consolidated Fayette County E 9-1-1 Communications Center. Currently Fayette County is soliciting vendor bids for a new CAD purchase.

Chief Allen McCullough wrote (10/12/2010)  
"KUDOS to all at the 911 Communications Center for a job well done with the recent GCIC audit in attaining full compliance in all evaluated areas in accordance with Georgia law (Section 35-3-35 through 35-3-38) and especially to our GCIC Coordinator Cathy Crenshaw. This is an extremely important function, not only in support of our law enforcement community, but also in the protection of our citizens. This is an arduous process, similar to accreditation, which requires a high level of accuracy and procession as well as strong documentation which validates our processes and procedures. The Fayette County 911 Communication Center has and continues to stand out amongst all in the metro area as a leader in so many different ways and it is because of each of you and the attention that you give to detail and the passion that you bring to excel and to make the center the very best. I am very proud of you guys and especially for the outstanding leadership that Officer Crenshaw has demonstrated in the coordination of this project. Keep up the great works that each of you do as we continue together to protect our community. Chief."

Lieutenant Peggy Glaze wrote: "I have said before and I'll say it again, you are truly professionals! Thank you for making Fayette County look good! You guys are very rarely if ever "seen" but you are always "heard"!!"

## Have you ever thought about becoming a 911 Communications Officer?

Becoming a Certified Fayette County Communications Officer is a lengthy process. Probation for a new Cadet is one year. Before being hired as a Communications Officer, each candidate must complete a lengthy testing and interview process. Criticall, the formal testing program, evaluates a candidates ability to type, input data entry, tests reading comprehension, spelling and sentence clarity. In addition, Criticall evaluates a candidates ability to recall facts, tests split-ear listening skills, decision making, prioritization, map reading and the ability to function in stressful situations. The candidate then participates in two separate group interviews with 911 and Human Resources personnel and finally the Director of 911 and the Director of Public Safety. This process has successfully reduced turnover and increased employee retention.

Training includes: 200 hours of classroom training, CAD training, geography training, call-taking scenario training, GCIC/NCIC Certification, Security and Integrity Certification, NIMS (Emergency Management) training, CPR and AED Certifications, Defensive Driving, P.O.S.T. Certification and Emergency Medical Dispatch (EMD) Certification. Each cadet is assigned to a trainer who shepherds the Cadet through months of one-on-one training in administrative and emergency telephone call answering and response and Law Enforcement and Fire/EMS radio dispatch. A candidate will complete more than 500 hours of training prior to their *release*.

Here is some feedback from our recently *released* Communications Officers:

For someone like me, someone who has never had an experience in any public safety responsibilities, the training program was set up so that it was easy to grasp and catch on. I had no idea what being in 911 communications entailed and the responsibility that I would be shouldering in this field. The training program is forward and informative and prepared me for my first day in the radio room contending with emergency situations. I am very glad that one month of my training was in the classroom to help prepare the way for my career in this field. Last, but not least, I am very grateful to everyone who had a hand in my training because I had not just one trainer but a whole village of teachers that helped me come this far. (Kristi Cody)

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Fayette County is one of the top E911 Centers around and I must say I know why. The training program is very well organized and a lot of time is spent with each Cadet to get them to a level where he/she can get into the radio and protect our responders and the public. We are truly the "Guardians of the Guardians" and that is something that is not taken lightly around here. Coming through the training program everyone in the center is there to help you and you are given everything that you need to make it though. When you get that gray shirt it is like graduation. It is such an awesome feeling to put that shirt on and say "I made it through". You truly have accomplished something that many can't do or don't want to do and to make it even better your group of cheerleaders that have been there for all those months helping you and training you are just as excited as you are when you walk in wearing that shirt on the first day when Cheryl has told you congratulations you are released. Coming through the training program, you not only gain a job but a career and a family away from home. It is an amazing few months of training that leads to so much more! I wouldn't want to be anywhere else, but Fayette County. (Heather Brown)

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The training that I received with Fayette county helped me to realize the importance of my job. I realized shortly after starting that this job is more than just a "job" but it holds the potential to be an extremely fulfilling career. I learned about the radios and was given great direction from our trainer, Kyle. Once I made it to the radio room I was welcomed with open arms from the members of the family that is the 911 dispatch center. My training has given me a strong foundation to build upon in my pursuit to be the best dispatcher I can possibly become. (Rebekah Acosta)

What it meant to me to come through the training program...

It meant a chance to relearn things I'd forgotten, and fix bad habits. The training program, especially the classroom sessions, was mostly review for me, unlike most of the other new hires from this past year. What it did was allow me to accustom myself to the culture of the Fayette County Center and get a grasp of what was expected out of cadets going into the next phase of training, though I must admit I still felt as if I had never sat at a radio before that first night out of classroom.

I got the impression that going through classroom was not normal for new hires with experience, and that my going through with that phase was an experiment. If so, I think its something that should be tried again. I can't speak for everyone in my situation but for me there was a lot of learning to do just to change the way I do things, not to mention a slew of new software to learn to use. To learn on the fly without having used the CAD previously would have been very difficult. A chance to learn 10-codes so that they were partly ingrained in my language before I ever sat a terminal made the transition easier, as well.

I was fortunate upon release from classroom to have a very understanding and adept trainer in Toni, that could relate to what it was like coming from another center with different procedures and a smaller scope. It can be frustrating knowing how easily you used to do something and realizing you're making mistakes on something you know how to do because you've done it hundreds or thousands of times before, but for a slight tweak in procedure that catches you off guard, or a piece of equipment that works differently than thought or that is just unfamiliar. She could relate and it made a difference to me.

So what did it mean to come through the training program in its entirety? It meant I had accomplished something that I was proud of. It meant I became part of an organization that's looked up to by its peers. It meant I could hang with the big kids. (Chet Ripka)

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Having a training program was helpful to me. Although I came from another agency knowing the basics of dispatching, learning new 10 codes, dispatch procedures, and policies, helped to eliminate mistakes.

The classroom training helped me learn the correct way to enter a call in CAD, what pertinent information I needed to ask the caller, how to work the phone system, proper radio etiquette so when it was time to go in the radio room, those was some of the techniques that didn't have to be re-taught by my trainer which made the training process go by a lot smoother.

The ride-a-longs, map training and exercises, going on trips to learn the city, landmarks, and major cross-street was a big help especially for new cadets who is not familiar with Fayette County.

I really thought the classroom helpful. It was precise and detailed and I never second guessed what I learned or have never been told "you should of been taught that in classroom training". (Tammy Parris)

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To be part of Fayette County 911 from the beginning made me feel like an important and vital part to this county. I had an idea about what this role required of us, but once I started the training program, my mind was opened up to what my role here at the 911 center was really all about. I was overwhelmed initially with all the information that I had to learn and more importantly....by *who* all I had to help protect! I didn't think I would be able to make it through the program successfully, but the way that the program is set up it allows for success. Kyle and Katye really took the time to work with us and made sure we understood the full concept of what we were learning. Now that I am on the other side of the training program, in the classroom and the radio room, I am very proud of myself and my position here with 911. I've taken everything that I've been taught seriously, and I know that I'm a vital link to this community and take pride in my role with the county. (Leslie Rosenthal)



## PROTECTING THE THREE Author Unknown



I am the Officer, follow me.  
Preserving the peace is where I'll be.  
I am the torch that lights the way.  
In darkness my courage will never sway.  
Leading the others, this is me.  
I am the Officer, guiding the three.

I am the Firefighter, follow me.  
Into the flames is where I'll be.  
I am the one who battles the beast.  
To protect that one which it would defeat.  
Lending strength to others, that is me.  
I am the Firefighter, follow me.



I am the Medic, follow me.  
Easing the pain is where I'll be.  
I am the one who helps them survive.  
Lifting the fallen to keep them alive.  
Treating the others, that is me.  
I am the Medic, follow me.



I am the Dispatcher, don't follow me.  
Agony and chaos is where I'll be.  
Working in obscurity, this forgotten place.  
No death, but insanity is the danger I face.  
Answering the call, that is me.  
I am the Dispatcher, protecting the three.



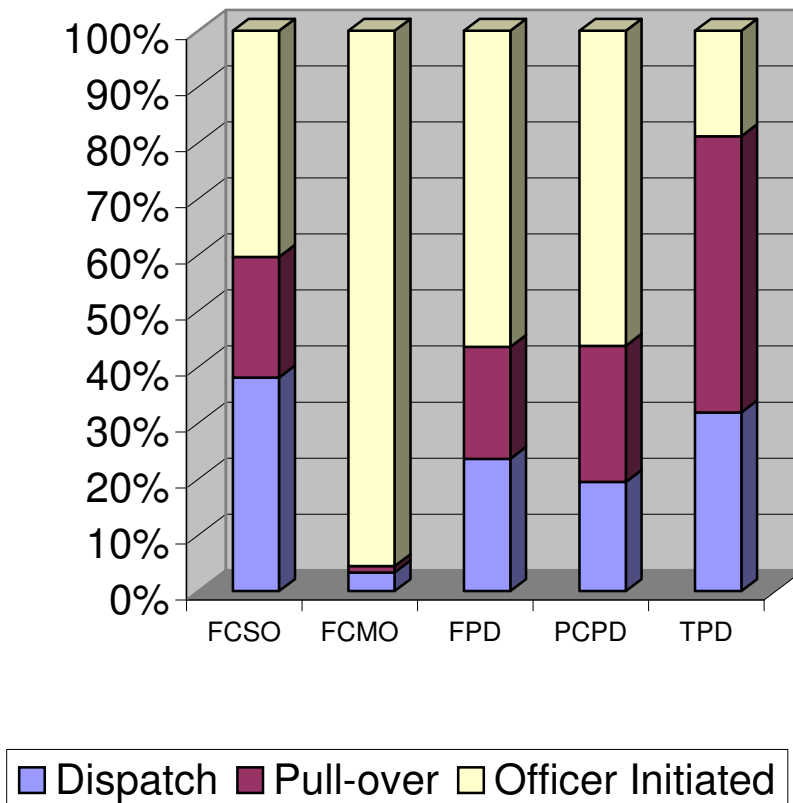
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2010 Annual Report

### Law Enforcement

	FCSO	FCMO	FPD	PCPD	TPD
Number of Calls Dispatched	18,155	596	10,175	14,373	2,651
Number of Pullovers	10,251	200	8,610	17,914	4,095
Number of Officer Initiated Calls	19,219	17,000	24,307	41,463	1,564
<b>Total Number of Calls</b>	<b>47,625</b>	<b>17,796</b>	<b>43,092</b>	<b>73,750</b>	<b>8,310</b>

### 2010 Calls by Agency



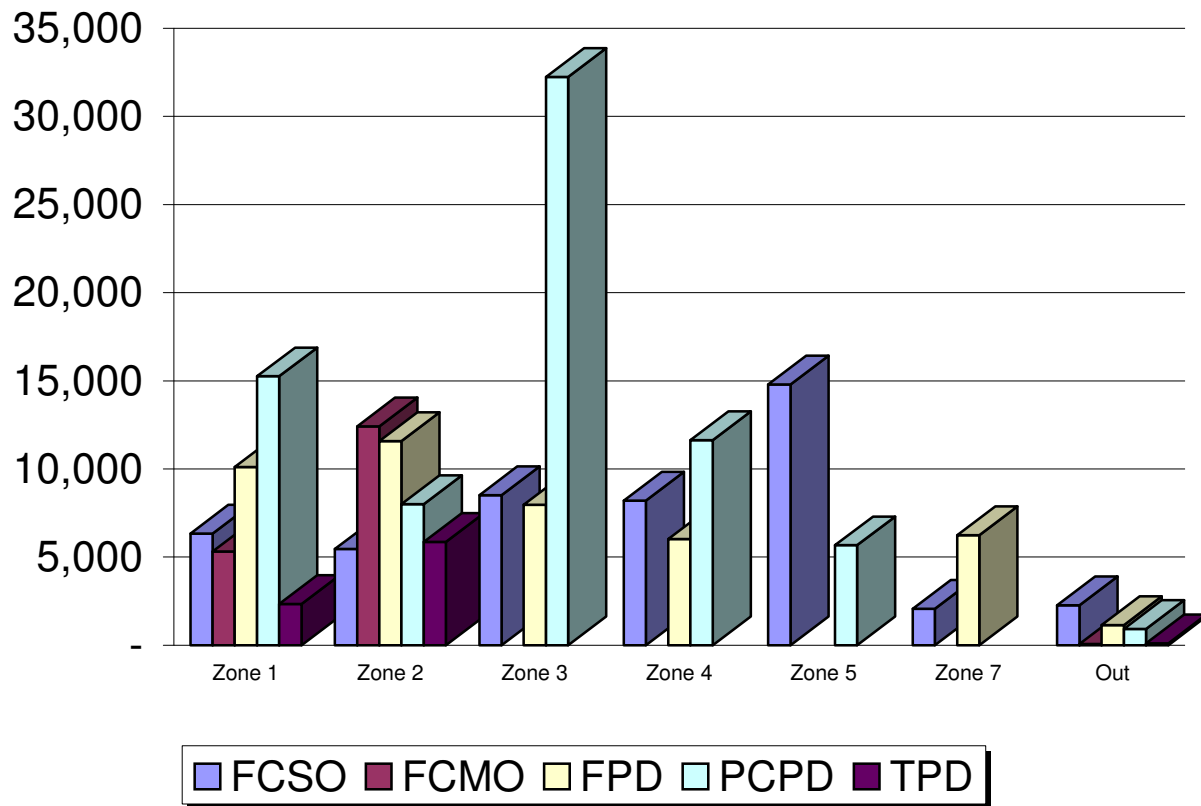
# FAYETTE COUNTY E911 COMMUNICATIONS

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### Number of Calls By Zone

	FCSO	FCMO	FPD	PCPD	TPD
Zone 1	6,330	5,317	10,113	15,258	2,342
Zone 2	5,454	12,410	11,587	8,004	5,858
Zone 3	8,509		7,970	32,249	
Zone 4	8,199		6,032	11,637	
Zone 5	14,792			5,672	
Zone 7	2,074		6,243		
Outside Jurisdiction	2,267	69	1,147	930	110
<b>Total Number of Calls</b>	<b>47,625</b>	<b>17,796</b>	<b>43,092</b>	<b>73,750</b>	<b>8,310</b>

### 2010 Calls by Zone



# FAYETTE COUNTY E911 COMMUNICATIONS

## 2010 Annual Report

### Average Response Time Departmental

FCSO	FCMO	FPD	PCPD	TPD
0:08:52	0:11:26	0:03:53	0:05:24	0:04:28

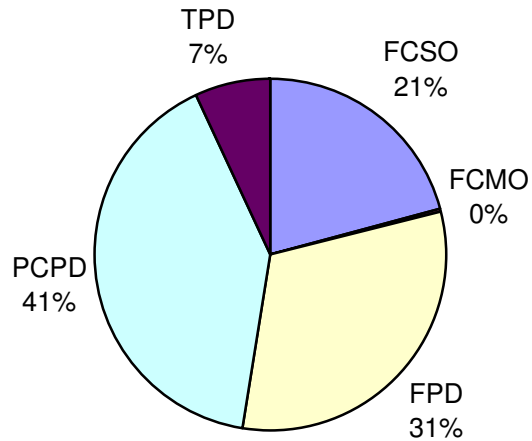
### Average Response Time by Zone

	FCSO	FCMO	FPD	PCPD	TPD
Zone 1	0:09:24	0:12:13	0:03:35	0:05:08	0:04:03
Zone 2	0:07:37	0:09:43	0:03:30	0:05:29	0:04:25
Zone 3	0:07:12		0:04:32	0:04:23	
Zone 4	0:09:34		0:03:55	0:05:02	
Zone 5	0:08:51			0:05:54	
Zone 7	0:08:37		0:03:36		

### Number of DUIs

FCSO	FCMO	FPD	PCPD	TPD
57	1	86	111	19

### 2010 DUIs by Agency



### Average Total Time for DUIs

FCSO	FCMO	FPD	PCPD	TPD
3:11:00	1:01:00	2:39:00	3:49:00	2:54:00

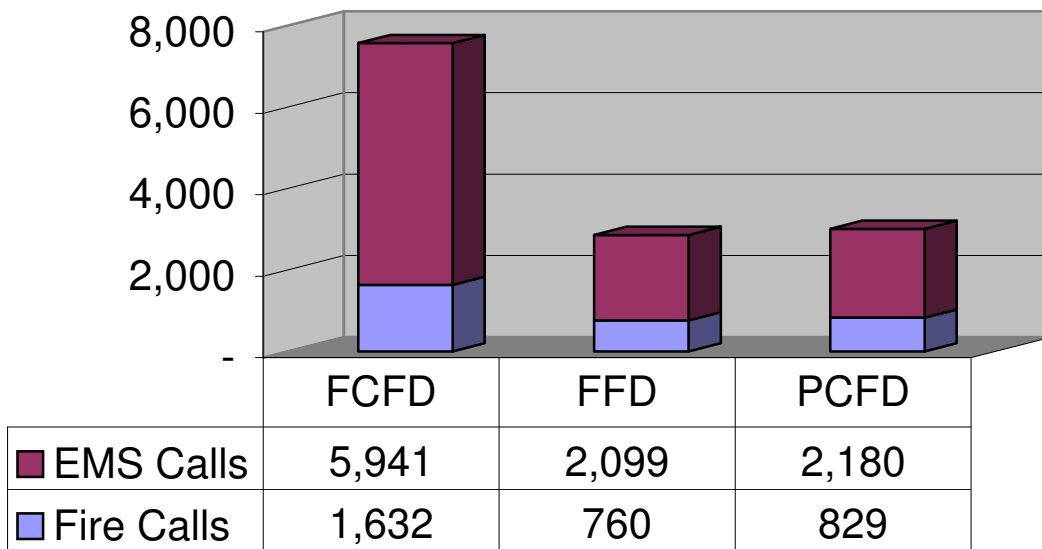
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2010 Annual Report

### Fire and Emergency Services

	FCFD	FFD	PCFD
Number of Fire Calls	1,632	760	829
Number of EMS Calls	5,941	2,099	2,180
Total Number of Calls	7,573	2,859	3,009

### 2010 Fire vs EMS Calls by Agency



### Average Response Times

	FCFD	FFD	PCFD
Fire Calls	0:05:01	0:04:52	0:04:44
EMS Calls	0:05:23	0:03:43	0:04:34



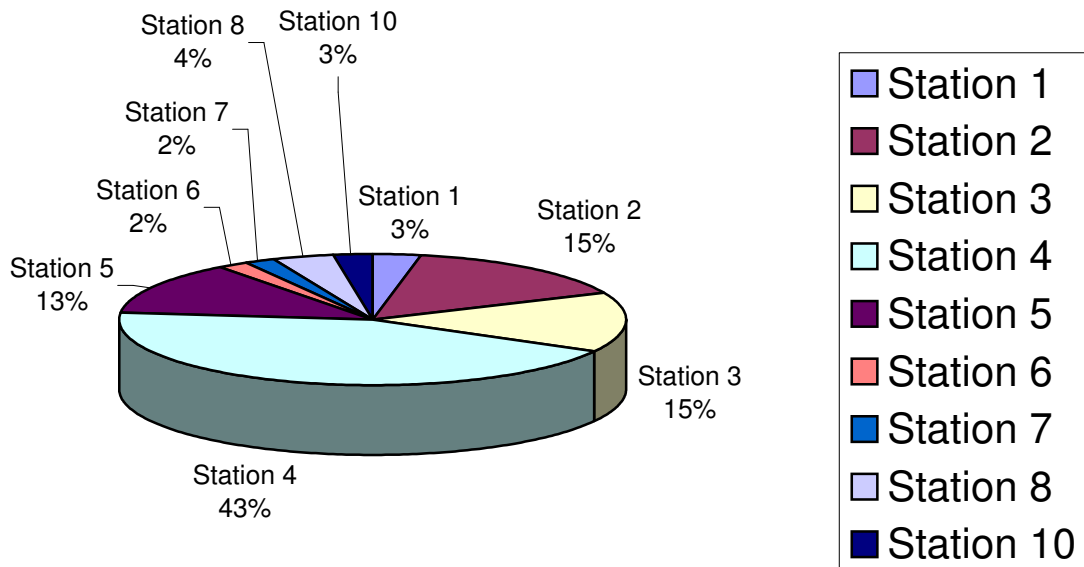
# FAYETTE COUNTY E911 COMMUNICATIONS

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### Number of Calls by Primary Station

	FCFD	FFD	PCFD
Station 1, 91, 81	232	1,913	900
Station 2, 92, 82	1,166	946	808
Station 3, 83	1,105		832
Station 4, 84	3,303		469
Station 5	983		
Station 6	151		
Station 7	150		
Station 8	285		
Station 10	198		
<b>Total Number of Calls</b>	<b>7,573</b>	<b>2,859</b>	<b>3,009</b>

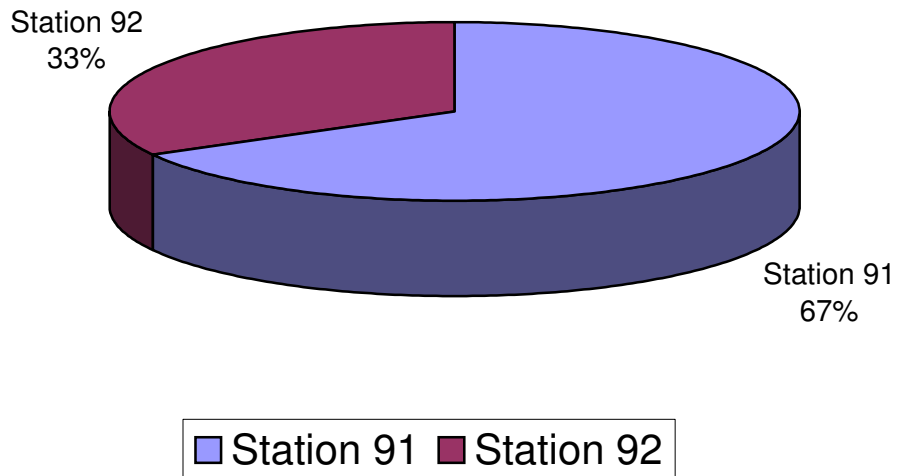
### 2010 FCFD Calls by Primary Station



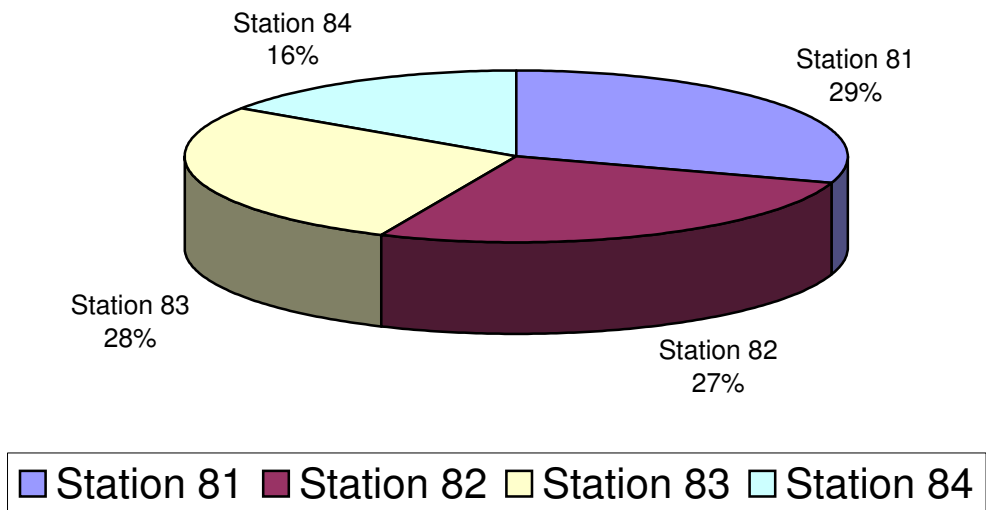
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### 2010 FFD Calls by Primary Station



### 2010 PCFD Calls by Primary Station



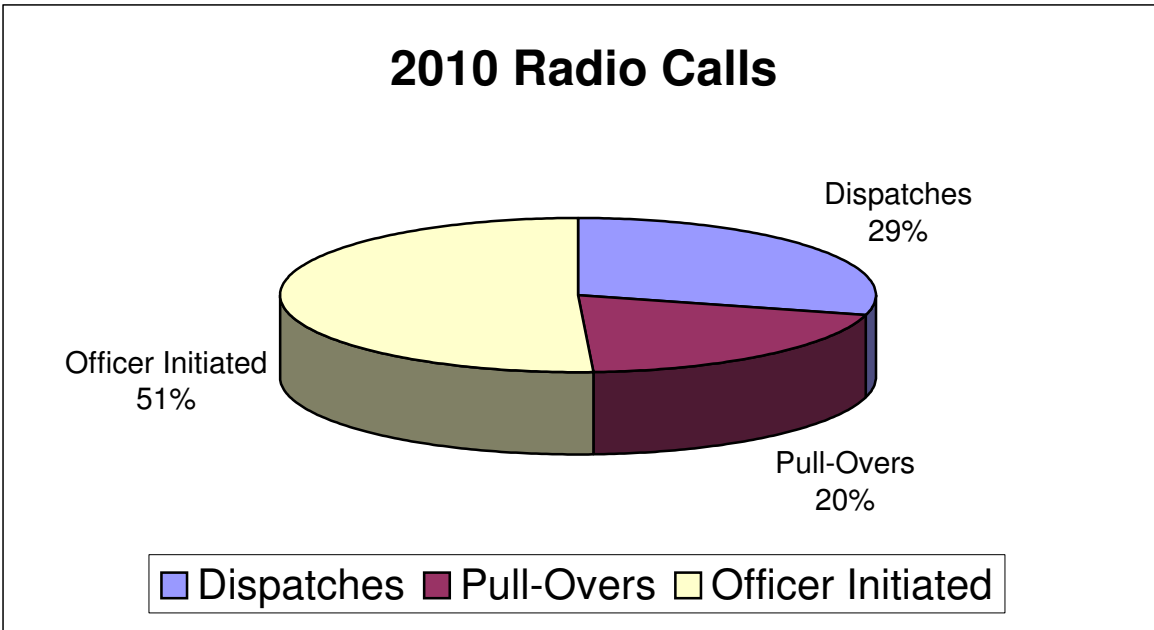
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### Communications Center

#### Radio Calls

Dispatches	59,391
Pull-Overs	41,070
Officer-Initiated	103,553
<b>Total Number of Radio Calls</b>	<b>204,014</b>



#### Average Operator Response Time \*\*

FCSO	FCMO	FPD	PCPD	TPD
0:01:56	0:02:18	0:01:42	0:01:52	0:01:42

FCFD	FFD	PCFD
0:00:50	0:00:53	0:00:51

Highlighted times meet the goal of <2 minutes for Law Enforcement and <1 minute for Fire/EMS.

\*\*Operator Response time is calculated from the time the call is received until the time the call is dispatched. If a call is held due to officer availability or the Dispatcher must handle a call of higher priority, this will increase the Operator Response Time.

# FAYETTE COUNTY E911 COMMUNICATIONS

## 2010 Annual Report

### Telephone Calls

Administrative	110,685
911 Calls	53,731
<b>Total Number of Telephone Calls</b>	<b>164,416</b>

